Cloud.gov eCPIC 17

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?
1	Number of systems	Number of systems running on the platform.	Count	Strategic and Business Results	32	Over target	Quarterly	No
2	Agencies using platform	Number of distinct Agencies using the platform.	Count	Strategic and Business Results	12	Over target	Quarterly	No
3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	Over target	Monthly	No
4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	days	Customer Satisfaction (Results)	2	Under target	Quarterly	No
5	Net Promoter Score	How are our customers experiencing the platform.	NPS	Financial Performance	45	Over target	Quarterly	No

New

SEPTEMBER

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Number of systems running on the platform.	32		30 (9/31/17)	This counts each paid customer package as one system.
Number of distinct Agencies using the platform.	12		14 (9/31/17)	To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agencies-abridged.csv
Percentage of time that the platform was running.	99.99	99.99 (9/31/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.
Time since a vulnerability was found to when it was patched.	2		2	This uses the same metric as below: time between a Cloud Foundry stemcell release and application. We added more high-availability components, so it takes longer to roll out releases for some parts of the system.
How are our customers experiencing the platform.	45		-35 (9/18/17)	We sent NPS surveys to a few hundred users (both customers and people trying out the platform in "free trial" mode), and we received 17 responses (about 1.5% of our userbase). The NPS result was -35. We believe this low number was due to low response rate and due to surveying both current customers and people who are trying the platform but may not be our target market.

AUGUST

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.99 (8/31/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.

JULY

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.99 (7/27/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.

JUNE

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Number of systems running on the platform.	32		30 (6/30/2017)	This counts each paid customer package as one system.
Number of distinct Agencies using the platform.	12		13 (6/30/2017)	To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agencies-abridged.csv
Percentage of time that the platform was running.	99.99	99.99 (6/30/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Time since a vulnerability was found to when it was patched.	2		0 (6/30/2017)	This uses the same metric as below: time between a Cloud Foundry stemcell release and application. We continue to deploy Cloud Foundry stemcells within 24 hours.
How are our customers experiencing the platform.	45		-	We have not recently run a Net Promoter Score survey, but we plan to do that next quarter.

MAY

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.99 (5/31/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.

APRIL

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.9 (4/30/2017)	99.86 (4/19/17)	This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.

MARCH

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Number of systems running on the platform.	32	28 (3/31/2017)	31 (3/31/2017)	This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones.
Number of distinct Agencies using the platform.	12	12 (3/31/2017)	14 (3/31/2017)	To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agencies-abridged.csv
Percentage of time that the platform was running.	99.99	99.8 (3/31/2017)	99.85 (3/31/2017)	This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.
Time since a vulnerability was found to when it was patched.	2	0 (3/31/2017)	0 (3/31/2017)	This uses the same metric as below: time between a Cloud Foundry stemcell release and application. CF 254 was released on March 21 and we applied it that day.
How are our customers experiencing the platform.	45		-	We ran a net promoter score, but participation was too low to generate quantitative results. We plan to try running this again with a better method, so that we will have a result next quarter.

FEBRUARY

Performance Metric	Target	Actual Result		Notes
Number of systems running on the platform.	32	32		
Number of distinct Agencies using the platform.	12	13		
Percentage of time that the platform was running.	99.99	99.5		The largest downtime was two hours, affecting only users trying to login on the command line.
Time since a vulnerability was found to when it was patched.	2	0		Stemcell was released 2/22/2017 and applied to production the same day
How are our customers experiencing the platform.	45			We ran a net promoter score, but participation was too low to generate quantitative results. Qualitative results have been useful

JANUARY

Performance Metric	Target	Actual Result	Actual Results Date	Comments
Number of systems running on the platform.	32	42	1/30/2017	42 Organizations
Number of distinct Agencies using the platform.	12	40	1/30/2017	40 different email domains currently using the platform
Percentage of time that the platform was running.	99.99	97	1/30/2017	Dashboard failure of 19h
Time since a vulnerability was found to when it was patched.	2	0	1/30/2017	Stemcell was released 1/13/2017 and applied to production same day
How are our customers experiencing the platform.	45	NA		This is not currently staffed for measurement, will provide updated metric or report in next report

2. Add a new performance metric to replace the one that has been closed as necessary.

INSTRUCTIONS: Performance Actuals Table

1. Enter the data in which the actual results represented (Column C). Example: Use 05/31/17 for the May report (not the current date)

2. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column E)

PERFORMANCE METRICS TABLE

Metric ID		Metric Name	Metric Description**	Unit of Measure**	Category Mapping	2018	Condition**	Frequency**	Retired?
	1	Number of systems	Number of systems running on the platform.	Count	Strategic and Business Results	52	Over target	Annual	No
	2	Agencies using platform	Number of distinct Agencies using the platform.	Count	Strategic and Business Results	20	Over target	Annual	No
	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	Over target	Monthly	No
	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	days	Customer Satisfaction (Results)	2	Under target	Quarterly	No
	5	Net Promoter Score	How are our customers experiencing the platform.	NPS	Financial Performance	45	Over target	Annual	Yes

June Data

Performance Metric	Target	Frequency Report	Actual Results	Notes
Percentage of time that the platform was running.	99.99	Monthly	99.99	No significant outages in June
Time since a vulnerability was found to when it was patched.	2	Quarterly	2	

May Data

Performance Metric	Target	Frequency Report	Actual Results	Notes
Percentage of time that the platform was running.	99.99	Monthly	99.99	No significant outages in May

April Data

Performance Metric	Target	Frequency Report	Actual Results	Notes
Percentage of time that the platform was running.	99.99	Monthly	99.99	No significant outages in April

March Data

Performance Metric	Target	Frequency Report	Actual Results	Notes
Percentage of time that the platform was running.	99.99	Monthly	99.99	
Time since a vulnerability was found to when it was patched.	2	Quarterly	2	

February Data

Performance Metric	Target	Frequency Report	Actual Results	Notes
Percentage of time that the platform was running.	99.99	Monthly	99.99	No significant outages in February

January Data

Performance Metric	Target	Frequency Report	Actual Results	Notes
Percentage of time that the platform was running.	99.99	Monthly	99.12	We had an unplanned outage on January 9 for 6 hours and 33 minutes. Our root cause analysis and mitigations are described at https://cloudgov.statuspage.io/incidents/32bd83xh70qk

December Data

Performance Metric	Target	Frequency Report	Actual Results	Notes
Number of systems running on the platform.	52	Quarterly	29	
Number of distinct Agencies using the platform.	20	Quarterly	14	
Percentage of time that the platform was running.	99.99	Monthly	99.99	
Time since a vulnerability was found to when it was patched.	2	Quarterly	2	

November Data

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.99		No significant outages in November

October FY18

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.99		
Number of systems running on the platform.	52		27	Target number should be updated based on new projections
Number of distinct Agencies using the platform.	20		13	Target number should be updated based on new projections
Time since a vulnerability was found to when it was patched.	2		2	

September

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.99		
Number of systems running on the platform.	32		30	
Number of distinct Agencies using the platform.	12		14	
Time since a vulnerability was found to when it was patched.	2		2	
How are our customers experiencing the platform.	45		45	

AUGUST

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.99 (8/31/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.

JULY

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Percentage of time that the platform was running.	99.99	99.99 (7/27/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.

JUNE

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes
Number of systems running on the platform.	32		30 (6/30/2017)	This counts each paid customer package as one system.
Number of distinct Agencies using the platform.	12		13 (6/30/2017)	To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agencies-abridged.csv

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes		
Percentage of time that the platform was running.	99.99	99.99 (6/30/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.		
Time since a vulnerability was found to when it was patched.	2		0 (6/30/2017)	This uses the same metric as below: time between a Cloud Foundry stemcell release and application. We continue to deploy Cloud Foundry stemcells within 24 hours.		
How are our customers experiencing the platform.	45		-	We have not recently run a Net Promoter Score survey, but we plan to do that next quarter.		

MAY

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes		
Percentage of time that the platform was running.	99.99	99.99 (5/31/2017)		This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.		

APRIL

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes		
Percentage of time that the platform was running.	99.99	99.9 (4/30/2017)	99.86 (4/19/17)	This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.		

MARCH

Performance Metric	Target	Monthly Actual Result and Actual Results Date	Quarterly Actual Result and Actual Results Date	Notes		
Number of systems running on the platform.	32	28 (3/31/2017)	31 (3/31/2017)	This counts each paid customer package as one system. I believe the January count included all packages including internal non-billed ones.		
Number of distinct Agencies using the platform.	12	12 (3/31/2017)	14 (3/31/2017)	To define "agency" consistently (such as to decide whether FBI, ATF, and DOJ are counted as three agencies or together under DOJ as one agency), this count uses the definition at https://github.com/unitedstates/orgchart/blob/master/wikipedia/list_of_agencies-abridged.csv		
Percentage of time that the platform was running.	99.99	99.8 (3/31/2017)	99.85 (3/31/2017)	This counts only caused-by-cloud.gov customer application downtime (user-facing downtime), not temporary service disruptions for developer tools on cloud.gov such as the customer dashboard.		
Time since a vulnerability was found to when it was patched.	2	0 (3/31/2017)	0 (3/31/2017)	This uses the same metric as below: time between a Cloud Foundry stemcell release and application. CF 254 was released on March 21 and we applied it that day.		
How are our customers experiencing the platform.	45	-	-	We ran a net promoter score, but participation was too low to generate quantitative results. We plan to try running this again with a better method, so that we will have a result next quarter.		

FEBRUARY

Performance Metric	Target	Actual Result	Notes	
Number of systems running on the platform.	32	32		
Number of distinct Agencies using the platform.	12	13		
Percentage of time that the platform was running.	99.99	99.5	The largest downtime was two hours, affecting only users trying to login on the command line.	
Time since a vulnerability was found to when it was patched.	2	0	Stemcell was released 2/22/2017 and applied to production the same day	
How are our customers experiencing the platform.	45		We ran a net promoter score, but participation was too low to generate quantitative results. Qualitative results have been useful	

JANUARY

Performance Metric	Target	Actual Result	Actual Results Date	Comments
Number of systems running on the platform.	32	42	1/30/2017	42 Organizations
Number of distinct Agencies using the platform.	12	40	1/30/2017	40 different email domains currently using the platform
Percentage of time that the platform was running.	99.99	97	1/30/2017	Dashboard failure of 19h
Time since a vulnerability was found to when it was patched.	2	0	1/30/2017	Stemcell was released 1/13/2017 and applied to production same day
How are our customers experiencing the platform.	45	NA		This is not currently staffed for measurement, will provide updated metric or report in next report

2. Add a new performance metric to replace the one that has been closed as necessary.

INSTRUCTIONS: Performance Actuals Table

1. Enter the data in which the actual results represented (Column C). Example: Use 09/30/17 for the September report (not the current date)

2. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column E)

Cloud.gov eCPIC FY19

Performance Metrics Results

July

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	

June

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	

May

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	

April

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	

March

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	

February

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	

January

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	

December

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No	2	

November

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No		

October

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25641	1	Number of systems	Number of systems running on the platform.	Count	Strategic and Business Results	30	52	Over target	Annual	No		
25642	2	Agencies using platform	Number of distinct Agencies using the platform.	Count	Strategic and Business Results	20	20	Over target	Annual	No		
25643	3	System Uptime	Percentage of time that the platform was running.	Percent	Strategic and Business Results	99.99	99.99	Over target	Monthly	No	99.99	
25644	4	Average time to patch security findings	Time since a vulnerability was found to when it was patched.	Days	Customer Satisfaction (Results)	2	2	Over target	Quarterly	No		
28036	6	Number of sandbox spaces	How many federal employees and contractors with federal email addresses have signed up for the platform.	Count	Strategic and Business Results	1000	1200	Over target	Annual	No		

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PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?
1	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results	3	Over target	Annual	No
2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No
7	Number of Account Takeover	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	No
NEW								

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments
Number of Agencies using platform.	Annual	3			
Unique Number of Users.	Annual	800000			
Number of transactions	Annual	2400000			
NPS of agency customer.	Annual	30	NA		
Percent of successful proofed individuals.	Annual	30	NA		
Percent of successful logins vs attempts.	Monthly	70	NA	29-Dec	Platform has not yet launched. Targeting late February or early
Number of reported account takeovers.	Annual	1	NA		

INTRUCTIONS:

Performance Table

1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid.

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for the month of November (Column D). This is not a cummulative total.				
2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)				
3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F)				

Login.gov November 16

PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?
1	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results	3	Over target	Annual	No
2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No
7	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	No
NEW								

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments
Number of Agencies using platform.	Annual	3			
Unique Number of Users.	Annual	800000			
Number of transactions processed.	Annual	2400000			
NPS of agency customer.	Annual	30	NA		
Percent of successful proofed individuals.	Annual	30	NA		
Percent of successful logins vs attempts.	Monthly	70	NA	30-Nov	Platform has not yet launched. Targeting February go-live
Number of reported account takeovers.	Annual	1	NA		

INTRUCTIONS:

Performance Table

1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid.

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for the month of November (Column D). This is not a cummulative total.

2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)

3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F)				

Login.gov October 16

PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?
1	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results	3	Over target	Annual	No
2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No
7	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	No
NEW								

PERFORMANCE ACTUALS TABLE

Performance Metric	Target	Actual Result	Actual Results Date	Comments
Number of Agencies using platform.	3	0	31-Oct	Platform has not yet launched. Targeting January go-live
Unique Number of Users.	800000	0	31-Oct	Platform has not yet launched. Targeting January go-live
Number of transactions processed.	2400000	0	31-Oct	Platform has not yet launched. Targeting January go-live
NPS of agency customer.	30	NA	31-Oct	Platform has not yet launched. Targeting January go-live
Percent of successful proofed individuals.	30	NA	31-Oct	Platform has not yet launched. Targeting January go-live
Percent of successful logins vs attempts.	70	NA	31-Oct	Platform has not yet launched. Targeting January go-live
Number of reported account takeovers.	1	NA	31-Oct	Platform has not yet launched. Targeting January go-live

INTRUCTIONS:

Performance Table

1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid.

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for the reporting month (Column C)

2. Enter the date in which the actual results represented (Column D). Example: Use 10/31/16 for the October report (not the current date)

3. If the actual result is not meeting or exceeding the target as reported in column B, provide explanation in (Column E)

Login.gov February 17

PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?
1	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results	3	Over target	Annual	No
2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No
7	Account Takeover	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	No
NEW								

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments
Agencies using platform.	Annual	3			
Unique Number of Users.	Annual	800000			
transactions processed.	Annual	2400000			
NPS of agency customer.	Annual	30	NA		
successful proofed	Annual	30	NA		

Percent of successful logins vs attempts.	Monthly		70	NA		30-Jan	Platform has not yet launched. Targeting March go-live		
reported account	Annual		1	NA					

INTRUCTIONS:

Performance Table

1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for **the month of January** (Column D). This is not a cummulative total.

2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)

3. If the actual result is not meeting or exceeding the target as reported in column C, provide exp

Login.gov March 17

PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure***	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?
1	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results	3	Over target	Annual	No
2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No
7	Number of Account	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	No
NEW								

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments
Number of Agencies using	Annual	3	NA	31-Mar	
Unique Number of Users.	Annual	800000	NA	31-Mar	
Number of transactions	Annual	2400000	NA	31-Mar	
NPS of agency customer.	Annual	30	NA	31-Mar	Platform has not yet launched. Targeting April go-live
Percent of successful	Annual	30	NA	31-Mar	
Percent of successful logins vs attempts.	Monthly	70	NA	31-Mar	

Number of reported account	Annual		1	NA	31-Mar				

INTRUCTIONS:

Performance Table

1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer valid.

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for **the month of April** (Column D). This is not a cummulative total.

2. Enter the date in which the actual results represented (Column E). Example: Use 04/30/17 for the April report (not the current date)

3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Co

Login.gov April 17

PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?
1	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results	3	Over target	Annual	No
2	User Adoption	Unique Number of Users.	count	Financial Performance	800000	Over target	Annual	No
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	No
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No
7	Number of Account	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	No
NEW								

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments
Number of Agencies using platform.	Annual	3	1	28-Apr	
Unique Number of Users.	Annual	800000	NA	28-Apr	We are currently developing our analytics dashboard to report platform performance metrics which should be available in ~ 2 months timeframe. Also, as part of this effort we will be revisiting the metrics we'd like to monitor and report.
Number of transactions processed.	Annual	2400000	NA	28-Apr	
NPS of agency customer.	Annual	30	NA	28-Apr	
Percent of successful proofed individuals.	Annual	30%	NA	28-Apr	
Percent of successful logins vs attempts.	Monthly	70%	NA	28-Apr	
Number of reported account takeovers.	Annual	1	0	28-Apr	

INTRUCTIONS:					
Performance Table					
1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer					
2. Add a new performance metric to replace the one that has been closed as necessary.					
Performance Actuals Table					
1. Enter the actual result for **the month of January** (Column D). This is not a cummulative total.					
2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)					
3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F)					

Login.gov May 17

Metric ID	Metric Name	Metric Description**	Unit of Measure***	Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Reasoning
1	Agency Applications in Production	Number of agency applications using login.gov platform.	count	Strategic and Business Results	3	Over target	Annual	No	
2	User Adoption	Unique Number of Users.	count	Financial Performance	400000	Over target	Annual	No	
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	Yes	This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption" which measures unique number of users is on the list.
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No	
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No	
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No	
7	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
NEW									

Performance Metric	Reporting Frequency***	Target	Actual Result	Actual Results Date	Comments
Agency Applications in Production	Annual	3	1	31-May	
User Adoption	Annual	800000	NA	31-May	These metrics will be reported annually before end of FY.
Net Promoter Score	Annual	30	NA	31-May	

Proofing rate	Annual		30%	NA	31-May				
Login success rate	Monthly		70%	NA	31-May	This metric will be reported once CBPJobs application is made available to public users.			

INTRUCTIONS:

Performance Table

1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no longer

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for **the month of January** (Column D). This is not a cummulative total.

2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)

3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F)

Login.gov June 17

PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Reasoning
1	Applications in Production	applictions using login.gov platform.	count	Strategic and Business Results	3	Over target	Annual	No	
2	User Adoption	Unique Number of Users.	count	Financial Performance	400000	Over target	Annual	No	
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	Yes	and does not necessarily represent strategy/business
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No	
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No	
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No	
7	Account Takeover	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	from fraudulent activity by malicious actors and
NEW									

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments
Applications in Production	Annual	3	1	31-May	
User Adoption	Annual	800000	NA	31-May	These metrics will be reported annually before end of FY.
Net Promoter Score	Annual	30	NA	31-May	
Proofing rate	Annual	30%	NA	31-May	
Login success rate	Monthly	70%	NA	31-May	This metric will be reported once CBPJobs application is made available to public users.

INTRUCTIONS:

Performance Table

1. Review and validate the perfromance measure (Column I); enter yes only if the measure is no

2. Add a new performance metric to replace the one that has been closed as necessary.							
Performance Actuals Table							
1. Enter the actual result for **the month of January** (Column D). This is not a cummulative total.							
2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)							
3. If the actual result is not meeting or exceeding the target as reported in column C, provide explana							

Login.gov July 17

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<th>Metric ID</th>
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<th>Metric Description**</th>
<th>Unit of Measure**</th>
<th>Performance Measurement Category Mapping</th>
<th>Target for 2017</th>
<th>Measurement Condition**</th>
<th>Reporting Frequency**</th>
<th>Is the Metric Retired?</th>
<th>Reasoning</th>
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<td>1</td>
<td>Agency Applications in Production</td>
<td>Number of agency applictions using login.gov platform.</td>
<td>count</td>
<td>Strategic and Business Results</td>
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<td>Annual</td>
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<tr>
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<td>User Adoption</td>
<td>Unique Number of Users.</td>
<td>count</td>
<td>Financial Performance</td>
<td>400000</td>
<td>Over target</td>
<td>Annual</td>
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<tr>
<td>3</td>
<td>Login transactions</td>
<td>Number of transactions processed.</td>
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<td>Strategic and Business Results</td>
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<td>Over target</td>
<td>Annual</td>
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<td>This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption" which measures unique number of users is on the list.</td>
</tr>
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<td>Net Promoter Score</td>
<td>NPS of agency customer.</td>
<td>number</td>
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<td>30</td>
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<td>Annual</td>
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<td>Percent of successful proofed individuals.</td>
<td>percent</td>
<td>Strategic and Business Results</td>
<td>30</td>
<td>Over target</td>
<td>Annual</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Login success rate</td>
<td>Percent of successful logins vs attempts.</td>
<td>percent</td>
<td>Strategic and Business Results</td>
<td>70</td>
<td>Over target</td>
<td>Monthly</td>
<td>No</td>
<td></td>
</tr>
</table>

7	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation		1	Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
NEW									

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency **	Target	Actual Result	Actual Results Date	Comments
Agency Applications in Production	Annual	3	1	31-Jul	
User Adoption	Annual	800000	3522	31-Jul	
Net Promoter Score	Annual	30	NA	31-Jul	These metrics will be reported annually
Proofing rate	Annual	30%	NA	31-Jul	
Login success rate	Monthly	70%	95.9%	31-Jul	

INTRUCTIONS:

Performance Table

1. Review and validate the performance measure (Column I); enter yes only if the measure is no longer valid.

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for the month of July (Column D). This is not a cummulative total.					
2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)					
3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F)					

Login.gov September 17

PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2017	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Reasoning
1	Agency Applications in Production	Number of agency applictions using login.gov platform.	count	Strategic and Business Results	3	Over target	Annual	No	
2	User Adoption	Unique Number of Users.	count	Financial Performance	400000	Over target	Annual	No	
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	Yes	This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption" which measures unique number of users is on the list.
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No	Measuring this metric in FY18 will have a more representative sampling of providing service at scale.
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No	
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No	
7	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
NEW									

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments
Agency Applications in Production	Annual	3	2	29-Sep	The 3rd agency application, Customs and Border Protection "Trusted Traveler Program", went live in Production on October 1, 2017
User Adoption	Annual	400000	17778	29-Sep	These metrics will be reported annually before end of FY.
Net Promoter Score	Annual	30	NA	29-Sep	
Proofing rate	Annual	30%	NA	29-Sep	
Login success rate	Monthly	70%	78.2%	29-Sep	

INTRUCTIONS:

Performance Table

1. Review and validate the performance measure (Column I); enter yes only if the measure is no longer valid.

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for the month of September (Column D). This is not a cummulative total.

2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)

3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F)

Login.gov October 17

PERFORMANCE METRICS TABLE									
Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Reasoning
1	Agency Applications in Production	Number of agency applictions using login.gov platform.	count	Strategic and Business Results	3	Over target	Annual	No	
2	User Adoption	Unique Number of Users.	count	Financial Performance	400000	Over target	Annual	No	
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	Yes	This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption" which measures unique number of users is on the list.
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No	Measuring this metric in FY18 will have a more representative sampling of providing service at scale.
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No	
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	70	Over target	Monthly	No	
7	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
NEW									
PERFORMANCE ACTUALS TABLE									

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments				
Login success rate	Monthly	70%	65.6%	31-Oct	With the rollout of TTP (Trusted Traveler Program), many users believed their old system credentials could be used with login.gov; there were many users who failed signing in several times while repeatedly trying their old non-login.gov credentials who finally succeeded after calling login.gov contact center. We anticipate to hit our target with subsequent rollouts as we have learnings from TTP on how agencies should communicate to their users of the systems changing				

INTRUCTIONS:

Performance Table

1. Review and validate the performance measure (Column I); enter yes only if the measure is no longer valid.

2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table

1. Enter the actual result for the month of September (Column D). This is not a cummulative total.

2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)

3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F)

Login.gov November 17

PERFORMANCE METRICS TABLE

Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Reasoning
1	Agency Applications in Production	Number of agency applictions using login.gov platform.	count	Strategic and Business Results	5	Over target	Annual	No	
2	User Adoption	Unique Number of Users.	count	Financial Performance	3000000	Over target	Annual	No	
3	Login transactions	Number of transactions processed.	count	Strategic and Business Results	2400000	Over target	Annual	Yes	This is a system level metric and does not necessarily represent strategy/business result. A more appropriate metric is "User Adoption" which measures unique number of users is on the list.
4	Net Promoter Score	NPS of agency customer.	number	Customer Satisfaction (Results)	30	Over target	Annual	No	Measuring this metric in FY18 will provide a more representative sampling of providing service at scale.
5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	Over target	Annual	No	
6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	63	Over target	Monthly	No	This metric target was lowered to more accurately reflect new users creating and logging into new accounts.
7	Number of Account Takeover reports	Number of reported account takeovers.	count	Innovation	1	Over target	Annual	Yes	Account take over results from fraudulent activity by malicious actors and typically requires end users to report who are impacted by this. As user adoption grows, we plan to implement fraud detection in the platform which will allow us to detect and prevent fraud and build mechanism for reporting any account takeovers.
NEW									

PERFORMANCE ACTUALS TABLE

Performance Metric	Reporting Frequency**	Target	Actual Result	Actual Results Date	Comments
Login success rate	Monthly	63%	65.6%	30-Nov	

INTRUCTIONS:

Performance Table
1. Review and validate the performance measure (Column I); enter yes only if the measure is no longer valid.
2. Add a new performance metric to replace the one that has been closed as necessary.

Performance Actuals Table
1. Enter the actual result for the month of November (Column D). This is not a cummulative total.
2. Enter the date in which the actual results represented (Column E). Example: Use 10/31/16 for the October report (not the current date)

3. If the actual result is not meeting or exceeding the target as reported in column C, provide explanation in (Column F)

Login.gov January 18

Performance Metrics Results												
OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	13	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	11,794,194	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	26	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	71.9	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

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Performance Metrics Results												
OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	15	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	12,506,050	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	29	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	72.10%	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

Login.gov March 18

Performance Metrics Results												

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	15	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	13,340,210	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	31	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	72.00%	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

Login.gov April 18

Performance Metrics Results

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	16	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	14,095,562	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	33	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	73.00%	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

Login.gov October 18

Performance Metrics Results												
OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform.	count	Strategic and Business Results	5	16	Over target	Monthly	No	11	
25520	2	User Adoption	Unique Number of Users.	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	9,751,296	
25523	5	Proofing rate	Percent of successful proofed individuals.	percent	Strategic and Business Results	30	30	Over target	Annual	No		
25524	6	Login success rate	Percent of successful logins vs attempts.	percent	Strategic and Business Results	63	65	Over target	Monthly	No	75.6	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	100	

Login.gov November 18

Performance Metrics Results

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	13	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	10,433,340	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts	percent	Strategic and Business Results	63	65	Over target	Monthly	No	74.79%	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

Login.gov December 18

Performance Metrics Results

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	12	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	11,183,110	
		Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	26	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	82	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

CPIC May 19

Performance Metrics Results											
OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	20	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	15,584,126	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	36	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	66%	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

CPIC June 19

Performance Metrics Results

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	20	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	15,584,126	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	36	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	n/a	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	66.76%	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

CPIC July 19

OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
					Performance Metrics Results							
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No	20	
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No	16,047,242	
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No	39	
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No	57.00%	
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	

CPIC August 19

Performance Metrics Results												
OMB ID**	Metric ID	Metric Name	Metric Description**	Unit of Measure**	Performance Measurement Category Mapping	Target for 2018	Target for 2019	Measurement Condition**	Reporting Frequency**	Is the Metric Retired?	Actual Result	Justification
25519	1	Agency Adoption	Number of Agencies using platform	count	Strategic and Business Results	5	16	Over target	Monthly	No		
25520	2	User Adoption	Unique Number of Users	count	Financial Performance	3,000,000	16,000,000	Over target	Monthly	No		
	4	Agency Applications	Number of Agency applications live in production	count	Strategic and Business Results	n/a	34	Over target	Monthly	No		
25523	5	Proofing rate	Percent of successful proofed individuals	percent	Strategic and Business Results	30	30	Over target	Annual	No	n/a	
25524	6	Login success rate	Percent of successful logins vs attempts (incl. user error)	percent	Strategic and Business Results	63	65	Over target	Monthly	No		
27485	7	Uptime	Percentage of time system is available	percent	Customer Satisfaction (Results)	99.5	99.5	Over target	Annual	No	n/a	